TRI-COM CENTRAL DISPATCH

911

ANNUAL REPORT

2018/2019

POLICE • FIRE • EMS

PREPARED BY

NICOLE L. LAMELA

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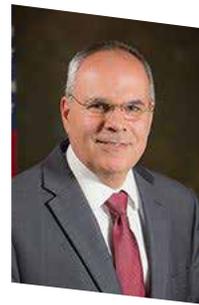Eric Passarelli, GPD

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Alderman
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Who We Serve

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Executive Summary

Nicole L. Lamela, Executive Director

The Tri-Com annual report is a summary of 2018 activities, events prepared for our member agencies, and the citizens we serve.

This report highlights our history, organization, annual statistics, and accomplishments.

History of Tri-Com

Tri-Com is an intergovernmental agency that was formed in 1976 to provide public safety communications to police, fire and EMS agencies. In 2018, Tri-Com served seven (7) law enforcement and six (6) Fire/EMS agencies and approximately 125,000 residents throughout those communities.

Tri-Com receives requests for police, fire and EMS via 9-1-1, ten-digit emergency phone lines and text messaging. In 2018, Tri-Com dispatched 118,411 calls for service and answered 136,742 phone calls.

Organization

Tri-Com is made up of 2 departments: Administrative and Operations.

Administration consists of the Executive Director, Deputy Director, Training Coordinator, IT Manager, CAD Administrator, GIS Analyst and an Administrative Assistant; these positions are supervised by the Executive Director.

The Deputy Director directs the operations department. A Shift Supervisor is responsible for each of the three (3) shifts and the Telecommunicators on the shift.

Tri-Com is approved for 16 Telecommunicators and 4 Supervisors; they are responsible for handling all of the incoming calls from citizens and field units.

Building Improvements

As the facility reached its 13th year, some improvements were necessary to accommodate the growing staff.

•The kitchen was renovated to allow for more refrigerated and dry storage and new appliances.

•New lockers were installed in the locker room along with a small pullout couch so that staff had somewhere to go while on break away from the dispatch floor.

•The dispatch center lights were replaced with the financial assistance of a grant from the St Charles/IMEA EE Program. The lights that were replaced were fluorescent and new LEDs that are more energy efficient, and better for the staff's eyes were installed.
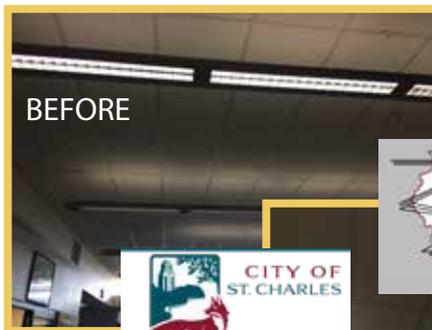
•A new work area was created for the GIS Analyst in the multi-purpose room.

BEFORE

AFTER

•The HVAC system was also cleaned thoroughly for the entire building and the original sump pumps from 2008-2009 were replaced.

BEFORE

AFTER

Accomplishments

In January 2018, the St Charles Fire Department, in collaboration with Tri-Com wrote an AFG regional grant to enable the fire departments to purchase StarCom radios. On July 27th, St Charles Fire was notified that we were awarded 1.398 million dollars. This grant was the largest funded in any of the three rounds for the year. In September 2018 after a great deal of time and work from the agencies and Tri-Com, a contract was signed with Motorola to move both the law enforcement and fire/EMS radio platforms to StarCom21. This project should go live in 3rd Quarter of 2019.

Employee Recognition

In 2018 Andrew Kunstler was nominated and voted as the Employee of the Year. The award was given to Andrew on Telecommunicator week. This week is the third week in April, and the Telecommunicators are celebrated for their hard work and accomplishments. Along with the title of Employee of the year, the Telecommunicator also is asked to pick a charity in which "casual day" monies are donated. Andrew's charity was the Anthony Rizzo Family Foundation.

Service Awards

Several of our staff members were acknowledge for their years of dedicated service to our organization.

25 YEARS	10 YEARS	10 YEARS	5 YEARS	5 YEARS
Kelly Davis	Lisa Classen	Shevon Sherod-Ramirez	Tammy Kleveno	Signe Thomas

Operations

Sarah L. Stoffa, Deputy Director

Our focus in 2018 was staffing.   We successfully filled the position of Training Coordinator that had been vacant since August 2017.

A decision to begin succession planning was made and a fourth supervisor was hired with this year. This supervisor is in his probationary period but will be fully trained and ready to assume the role when our most senior supervisor retires next year. This will allow Tri-Com to make a smooth transition in this area and not drop below staffing requirements for supervisors.

Throughout the year, management staff assisted with working almost 700 hours at console positions to help alleviate staffing shortage

One of our most important milestones during 2018 was our partnership with the Northwestern Medicine Mobile Stroke Unit.   Tri-Com agencies began using the Mobile Stroke Unit on April 9, 2018.   Through training and coordination between Tri-Com, our Fire Departments and Northwestern the Mobile Stroke Unit has been used 125 times.

Tri-Com hosts monthly and bi-monthly meetings with our Fire and Police Operations Chiefs. During these meeting directives and operations are discussed and updated with feedback. This process allowed for Tri-Com to create more efficient processes.

Tri-Com's administrators were invited to participate in multiple training opportunities and drills in 2018, including the Joint Counterterrorism Awareness Workshop hosted by the City of Aurora and the City of Naperville.

2018 9-1-1 Phone Statistics

9-1-1 CALLS BY CLASS OF SERVICE

■ Wireless ■ Landline ■ VOIP ■ Text

2018
- 25,902
- 11,916
- 2,478
- 26

2017
- 24,194
- 11,924
- 2,586
- 46

2016
- 21,924
- 11,943
- 2,331
- 46

2015
- 23,397
- 12,294
- 2,088

2014
- 21,517
- 13,707
- 2,048

9-1-1 WIRE LINES VS. WIRELESS PHONE CALLS

■ Wireless ■ Wire

2018
- 28,380
- 11,916

2017
- 26,780
- 11,924

2016
- 24,255
- 11,943

2015
- 25,485
- 12,294

2014
- 23,565
- 13,707
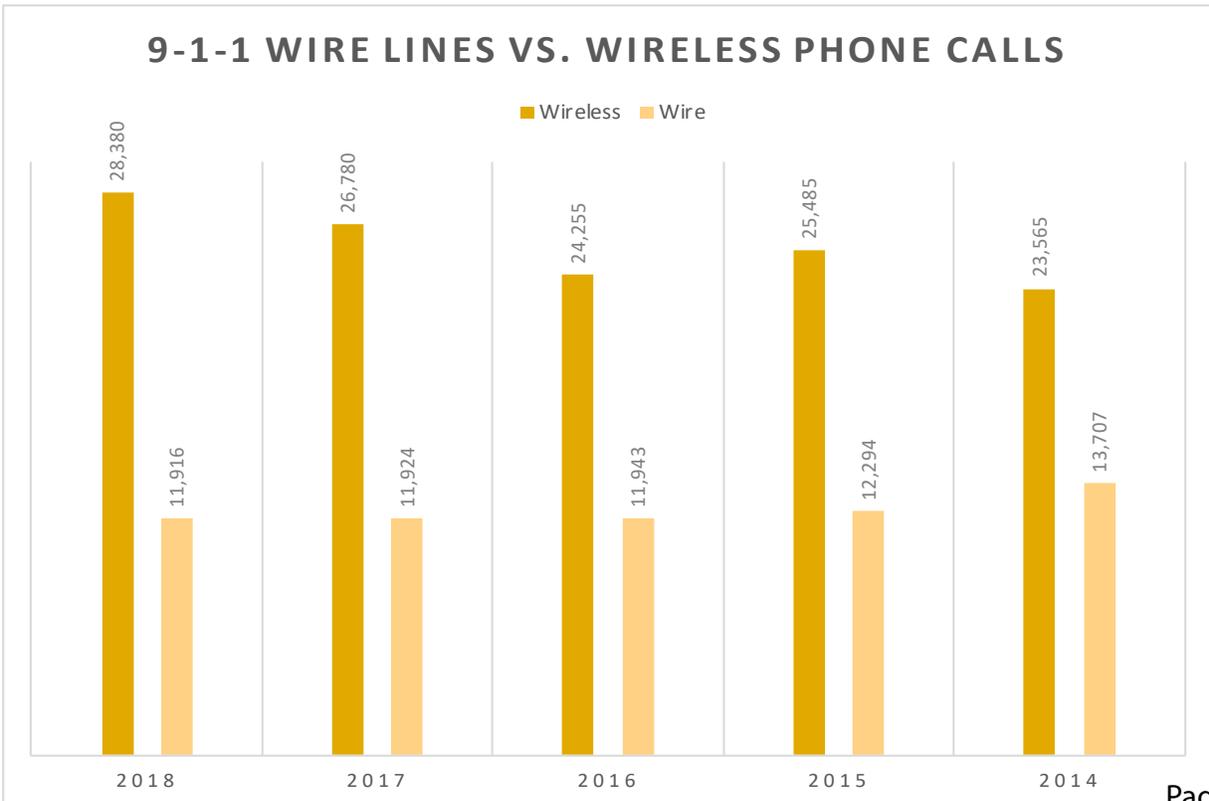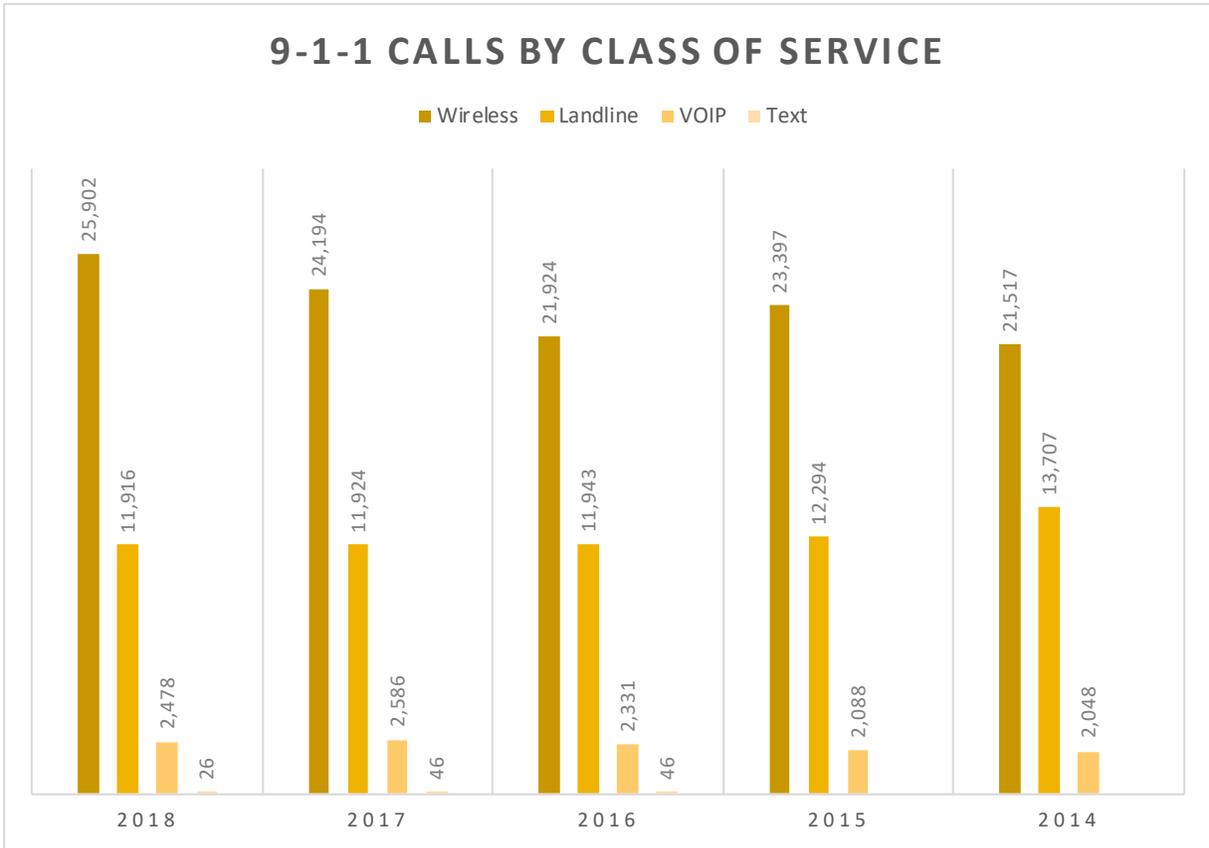
2018 Police and Fire Agency Statistics

TRI-COM POLICE CALLS FOR SERVICE 2018

Agency	Calls
BATAVIA	20,859
ELBURN	6,164
GENEVA	17,900
SOUTH ELGIN	16,704
ST. CHARLES	28,195
SUGAR GROVE	5,941
WAUBONSEE	108

TRI-COM FIRE CALLS FOR SERVICE 2018

Agency	Calls
BATAVIA	4,355
ELBURN	1,828
GENEVA	2,718
NORTH AURORA	2,192
ST. CHARLES	4,986
SUGAR GROVE	1,310
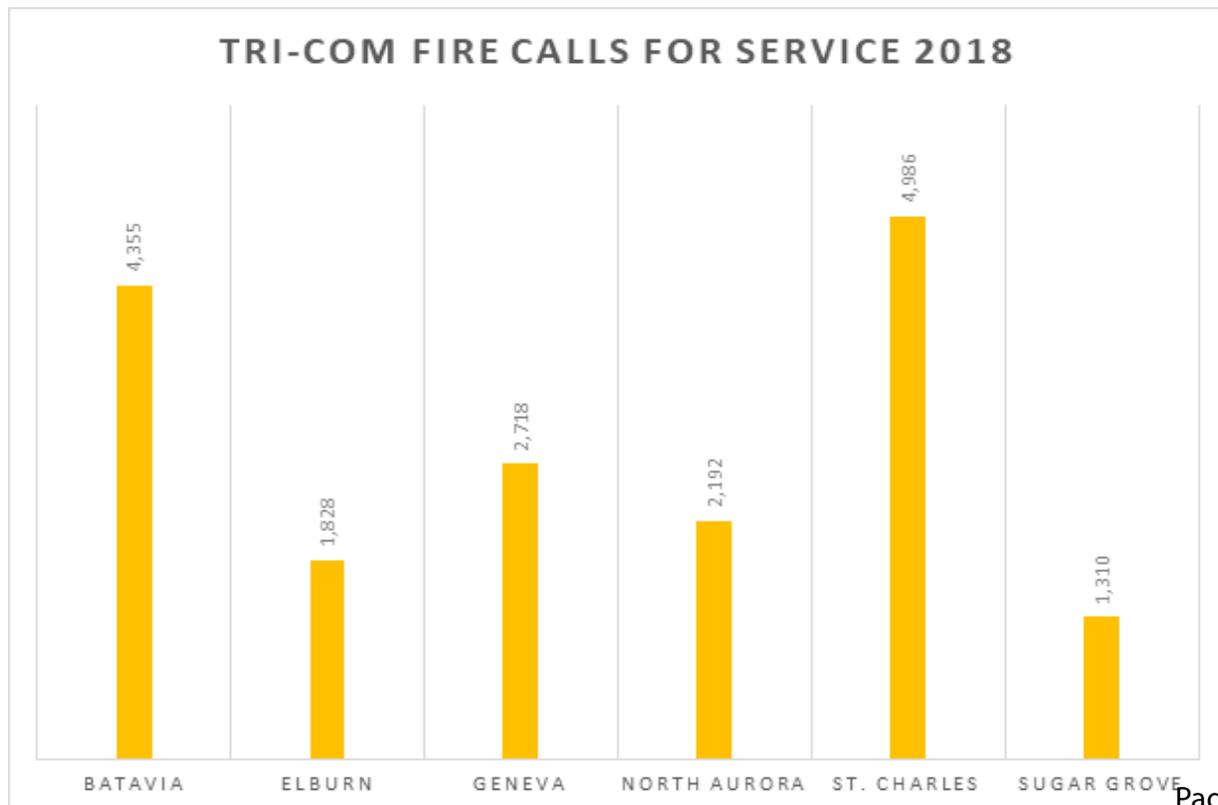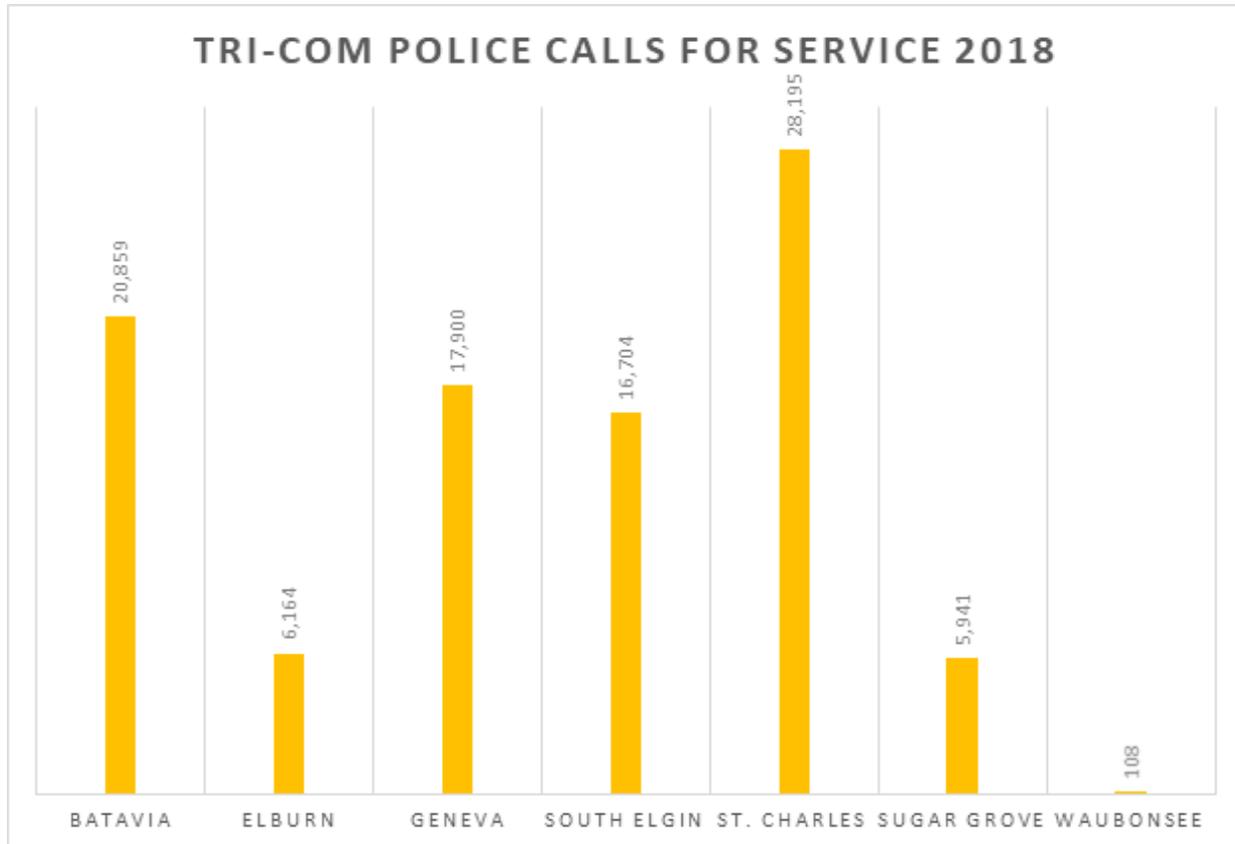
Training

Tiffany L. Myers, Training Coordinator

One of the biggest challenges for 2018 was training. With the staffing shortage, external training was almost impossible.

Conferences, drills, external continuing education classes and seminars were few and far between.

Coming up in 2019, staff will be given new in-house monthly training for each quarter. This training will include reviewing a select number of Directives, call guide cards and every EMD card. There will also be specific training for Supervisors and CTOs on select months throughout the year.

Tri-Com participated in a tabletop exercise with the Village of South Elgin. The exercise scenario was for an armed assailant. Tri-Com also did training with Elgin and QuadCom 9-1-1 centers for this exercise.

Training Topics Included:

- New Hire Training
- Protocol Training
  - APCO Public Safety Telecommunicator
  - APCO Emergency Medical Dispatch
  - APCO Fire Service Communications
  - Quality Assurance
- Online Training
  - Police Legal Science
  - PEI
- Viper CPE Training
- LEFTA Training
- Target Solutions
- Guardian Tracking
- CPR Training
- Agency Ride-A-Longs

Type	CAD Events
Police	95,871
Fire	17,389
Total	**113,260**

2018 Training Hours	
Training Category	**Hours**
New Hire Classroom/ Phones/ Radio	4,600
Conferences/ Training	24
In-House CE/ Classes	344
External CE/ Classes	344
Systems Training	30
Total	**5,326**

New Hires

The training program that was in place for new hires was inoperable. The Board of Directors set goals for the Director and myself, to make the training program more efficient and shorten the hiring & training phases. The program was then reviewed and revamped. The overhaul of changes that were made were shortening the time for each phase, goals and tasks for the phases were merged together and resources with answer keys were created. Lastly, the APCO Public Safety Telecommunicator, APCO Emergency Medical Dispatch and APCO Fire Service Communications classes were very basic and not to our agency needs. We created lesson plans along with resources specific to Tri-Com Central Dispatch and our operations.

The weeks that were shortened in the different phases were the following:

Phase II Call Taking – 8 weeks to 6 weeks. Keeping in mind that each trainee trains differently, those 2 weeks can easily be an extension to their call taking phase with no fault of their own. It was shortened due to the continuous call taking skills that are used during the police and fire phases.

Phase III Police Dispatch – This phase went from 7 weeks down to 6 weeks. This was due to continual police dispatch hours during their phase IV of Fire Dispatch. Additionally, it was noted that the Police Dispatch phase was the most repetitive phase and most of our agencies have the same ways of Police Dispatch.

Phase IV Fire Dispatch – 9 weeks to 8. Goals and Tasks were merged together to create a straightforward approach to the trainee's binders.

This will help each week to determine if a trainee is meeting their expected goals or not. The Goals and Tasks also outline where to locate the resource to reflect each goal. This assists with recognizing which week the trainee is within the training phase.

Lastly, a binder of resources with an answer key was created to assist the CTOs and Supervisors. This helps CTOs and Supervisors have a clear answer on each question to a quiz and/or exam.

Since being hired in May 2018, I have been part of hiring a total of (6) trainees. Out of those (6) trainees, (3) have successfully completed the training phase and are currently in probationary status, (2) resigned and (1) trainee was terminated.

When a trainee completes the training phase and moves into probationary phase, there is now a newly created form that is required each month. The form is called S.M.O.R. (Supervisor's Monthly Observation Report). This is completed at the beginning of each month for the month prior to the report. This report shows call reviews completed that month and any other logged information pertaining to good and/or bad performance. This information is similar to the daily observations given in training, except it's only given once a month. After it is completed, it is reviewed and acknowledged by both the probationary employee and the Training Coordinator.

As 2018 came to a close, we were staffed with 14 full time telecommunicators. We are slated to have (20) full time telecommunicators. A goal for 2019 is to have the remaining (3) open slots filled with new hires and be up to full staff by the end of 2019.

Computer Aided Dispatch (CAD)
Tammy M. Kleveno, CAD Administrator

The CAD Administrator's main responsibility is managing the Computer Aided Dispatch System and Mobile Computer software utilized in the field. The Administrator manages the permissions and access of the devices and user rights. She works closely with the I.T. staff for each member agency and assists with installations, updates, troubleshooting and maintenance. 2018 was a big year for mobile software and the upgrades achieved have taken accessibility and usefulness of data in the field to the next level. Software is always being enhanced and through testing and user feedback, we have been able to grow the application with our needs and for our needs.

The following illustrate the progress or completion of projects managed by CAD Administrator in 2018.

- Implemented 3D Turn-by-Turn navigation in the legacy mobile computing product to bridge routing needs for fire agencies until deployment of the next mobile computing platform was implemented and rolled out to field units.
- Completed System Administration training on the new OneSolution Mobile Computer Terminal software and successfully deployed the program in Tri-Com's training environment.
- Created a user-led, agency specific Train-the-trainer class on OneSolution MCT that was presented to both Police and Fire SMEs. Those SMEs were then responsible for updating training for their departments.
- Worked with our I.T. staff and Central Square Technologies to ready an install packet that could be easily downloaded and shared with Tri-Com's agencies allowing them to install the new One Solution MCT client on tablets and devices in preparation for training and implementation.
- Designated and assigned new device IDs for each desktop, mobile laptop or tablet that would be installing the new client. Distributed these IDs to those responsible for installing the new client software.
- Worked with individuals tasked with installing the client closely and was readily available to troubleshoot any issues that might arise. Happy to report that very few issues needed troubleshooting. Was "online" via MCT during the first 10 days of cut over to answer questions directly from field units when necessary as they acclimated to the new software.
- Worked closely with several fire agencies to review, analyze and build major response changes for their department. Responses were configured and put through a QA process.
  Each cut over to the new changes took effect with little to no adjustments needed.
- Worked with member police agencies and consultant for Kane County Circuit Clerk to acquire a Name and Vehicle Bank Export. This interface will allow a 3rd-party program to utilize encrypted information to populate an e-ticketing program purchased by the County and further the ease of process of uploading data to the Circuit Clerk for processing. The interface will also allow other 3rd-party applications such as crash reporting to access vehicle and driver information easily in the field.
- Assisted management with staffing shortages through an MOU with the Union to allow the CAD Administrator to work hours at the dispatcher console as a call taker. 175.5 hours were worked in conjunction with regularly assigned duties and projects during 2018.

Geographic Information Systems
Kristina L. Rohrbach, GIS Analyst

GIS is a vital component of the day to day operations at Tri-Com and in 2018 a full-time GIS Analyst position was created. The Central Square OneSolution CAD system at Tri-Com operates using GIS data, as well as the mobile and peripheral systems that Tri-Com supports.

Over the past year, GIS has assisted every agency in numerous ways.

- Daily address point and centerline corrections or additions
- Update Law and Fire Layers for CAD
- Data Exports for use in New World RMS
- Continued development of Portal for ArcGIS which will contain interactive maps, groups and some will be accessible to the public.
- Created custom maps for Police and Fire agencies throughout the year for use in various projects
- Assisted several Fire Departments with GIS data and Mapping needs for ISO
- Data adjustments due to annexations throughout the year for various municipalities
- Create new building footprints for new construction of buildings, subdivisions, etc.
- Review data received quarterly from Kane County GIS and update any new data as needed
- Created custom training maps including maps of schools, churches and map books
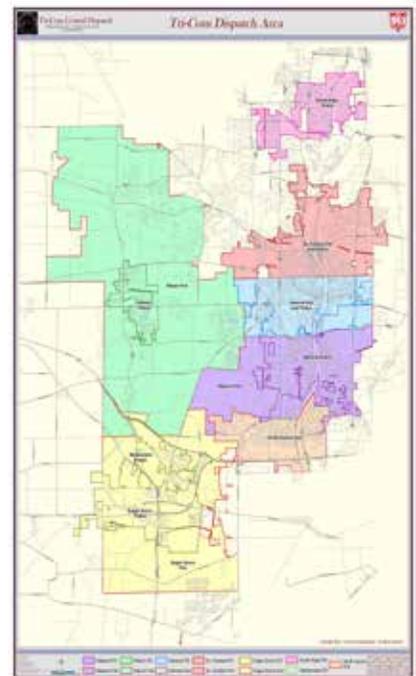
Since GIS is always evolving and changing, it is important to stay on top of the technology. Therefore, GIS attended in October 2018 the yearly ILGISA conference in Naperville, Illinois, as well as took numerous free webinars and courses.

2018 Support Service Help Tickets	
CAD	188
GIS	337
IT	17
Phone	22
Radio	11
Mobiles	12
Total	**587**

Information Technologies (IT)

Mark E. Marzetta, IT Manager

Tri-Com's Information Technologies department is the central hub of network communications connecting all of our various agencies for information sharing and interoperability.

IT implements, manages and supports various technologies used to provide our critical dispatch services including CAD and Mobile data services.

2018 was a productive year in IT. The following are highlights of progress to projects completed during the year:

- Windows Updates to CAD/GIS servers.
- Managed new Fiber circuit installation, included replacing old LEADS and adding new ISP
- Firewall Configurations for new Internet connectivity and to replace all St. Charles Public IP's with new ICN IP's. Also new VPN for remote access for Admin staff.
- Several PCs upgraded to Windows 7.
- Replaced old CCTV recorder and 2 cameras with New.
- Created virtual server and SSL for Mobile Training
- Upgraded software versions to newest releases
- Created new VM with Windows Server 2016 and SQL 2016 for SharePoint and migrated info over from old server.
- Configured Windows SMTP Relay and redirected alerts for several programs to the new relay.
- Cloned new server to be used by GIS in future. Reconfigured storage for GIS
- Virtual servers created and configures with SSL specifically for new OneSolution MCT
- Decommissioned and retired old servers from Motorola CAD, SMTP and Reporting servers.
- Retired 2 old Buffalo storage units. Brought in new DiskStation, configured to host 1 TB of GIS data and 365 days of AudioLog backups.
- Took delivery of all StarCom mobile, portable and accessories at Tri-com.

Professional Organization Affiliations